



February 22, 2017

Operational Support Team Update



Supervisor's Cluster Meeting

Supervisor Cluster Meeting Evaluations

➤ Most Helpful

- Supervisor Training Module
- Information Regarding Work Number
- Information Regarding Second Party Reviews
- Counties Sharing 2nd Party Review Forms

➤ Opportunities for Future Sessions

- More Supervisor Training
- More Policy Training (all programs)
- Representation from NC FAST and Quality Assurance Monitors
- More Subsidized Child Care Training

➤ Send Suggestions for Future Topics to OST Managers

- Regina.Bell@dhhs.nc.gov
- Barbara.Daniels@dhhs.nc.gov



OST Policy Training

Policy Trainings Located in the NC FAST Learning Gateway

➤ Food and Nutrition Services Curriculum (55 Modules)

- Basic Overview
- Prudent Person
- Purpose and Authority
- Non-Discrimination Policy
- Complaint Procedures
- Disclosure of Information
- Retention of Records
- Personnel Requirements
- Division of Responsibilities
- Identity
- Social Security Enumeration
- Household Concepts
- Residence
- County Transfer
- Authorized Representative
- US Citizen and Alien Status
- Students
- Work Requirements
- Employment and Training
- Voluntary Quit and Reduction
- Able-Bodied Adults Without Dependents
- Able-Bodied Adults Without Dependents Services Program
- Controlled Substance Felons
- Resources
- Automated Inquiry and Match Procedures
- Notices
- Simplified Nutrition Assistance Program
- Categorical Eligibility
- Transitional Food & Nutritional Services
- Whose Income is Counted?
- Income Budgeting
- Child Support Income Budgeting
- Income Deductions
- Medical Deductions
- Determine Benefit Levels
- Determine Eligibility
- Filing An Application
- Interviewing
- Application Time Frames
- Expedited Services
- Application Case Disposition and Notification
- Changes Prior to Disposition
- Simplified Reporting Requirements
- Simplified Reporting Recertification Procedures
- Timely, Untimely, Late Recertifications
- Simplified Reporting Changes
- Commodities



OST Policy Training

Policy Trainings Located in the NC FAST Learning Gateway

➤ Food and Nutrition Services Curriculum Continued

- Lifeline Link-up Assistance Program
- Requirements for Establishing Recipient Claims
- Administrative Error (AE) Claims
- Inadvertent Household Error (IHE) Claims
- Intentional Program Violations (IPV) Claims & Disqualifications
- Recipient and Retailer Fraud
- Front End Referrals
- Restoration and Replacement of Benefits

➤ Handouts, Worksheets, and Test to Check Comprehension (40 Tools)

- | | |
|---|--|
| ➤ Review On-Line Manual Handout | Controlled Substance Felon Knowledge Check |
| ➤ Verification Reference Guide Handout | Categorical Eligibility Knowledge Check |
| ➤ General Procedures & Requirements Knowledge Check | Transitional and SNAP Knowledge Check |
| ➤ Household Composition Scenarios Worksheets | Income and Deductions Worksheet Handouts |
| ➤ Household Concept Knowledge Check | DSS-8208 Medical Deductions Supplement Handout |
| ➤ Designation of Authorized Representative Handout | Determining Base Periods Knowledge Check |
| ➤ USCIS Cards and Codes Handout | Income Budgeting Knowledge Check |
| ➤ DSS-8239 Alien Worksheet | Program Integrity Trial Budget Handout |
| ➤ Save Handout | DSS-1700 |
| ➤ Citizenship Knowledge Check | DSS-8650 Caseworker Desk Reference Handout |
| ➤ On-Line Manual Knowledge Check | Program Integrity Trial Budget Knowledge Check |
| ➤ Student Knowledge Check | Manual Budgeting Knowledge Check |
| ➤ DSS-8640 Handout | Applications Online Manual Worksheets |
| ➤ FNS Work Registration Knowledge Check | DSS-8551 Notice of Eligibility Handout |
| ➤ Voluntary Quit/Reduction of Hours Knowledge Check | DSS-8553 Adverse Action Handout |
| ➤ ABAWD Desk Reference Handout | DSS-8550 Change Report Form Handout |
| ➤ ABAWD Checklist Handout | DSS-8207 Expedited Test Page |
| ➤ DSS-8568 ABAWD Requirements Handout | Expedited vs Non-Expedited Knowledge Check |
| ➤ FNS ABAWD Knowledge Check | Recertification Type Worksheet Handout |
| ➤ Recertification Knowledge Check | Reacting to Change Knowledge Check |



OST Policy Training

Policy Trainings Located in the NC FAST Learning Gateway

➤ Family and Children's & Adult Medicaid Curriculum (80 Modules)

- Medicaid/NCHC Overview (Medicaid 101)
- Medicaid Manuals
- Confidentiality
- SSI Cases A New Way of Managing
- Emergency Medicaid Services
- Alien Status and Medicaid Eligibility
- NC State Residency
- Medicaid County of Residence
- County Transfers
- Medicaid Suspension
- Third Party Recovery
- Estate Recovery
- Initial Contact
- Verifications and Applications Processing
- 90 Day Reasonable Opportunity Period
- Inquiries
- Retroactive Medicaid Coverage
- The Federal Market Place (FFM) Application Process
- Medicaid IV Referrals
- Income: Verifications and Reasonable Compatibility
- Certification Period
- Terminations and Deletions
- Medicaid Notices DSS-8110 Change in Benefits
- Other Notices
- Medicaid Hearings
- CCNC/CA
- Managed Care (LMO)
- Case Corrective Action/Responsibility for Errors
- Medicaid Transportation
- Covered Services
- MAGI Intro/HH Composition
- MAGI Income
- MAGI 5% Disregard
- Medicaid Caretaker & Kinship
- Medicaid Children
- Pregnant Women
- Auto Newborn Training
- Family Planning Program Overview



OST Policy Training

Policy Trainings Located in the NC FAST Learning Gateway

➤ Family and Children's & Adult Medicaid Curriculum Continued

- Family Planning Program to Full COC
- Changes of Circumstance FFP to MPW
- Transitional
- MAGI Exparte
- MAGI Reopens
- Breast & Cervical Cancer Medicaid (BCCM)
- Foster Care
- F & C Non-MAGI Income
- MAF Budgeting and Converting Income
- MAF Medically Needy Budgeting Determining the AU, NU
- MAF Medically Needy
- MAF-M Resources
- F&C/MAGI Changes During Certification Period
- Adult Program Overview
- LIS Applications
- Taking LIS Applications
- HCWD
- Disability – ABD
- Medicaid DDS Appeal Reversals
- Adult Income
- Adult Income
- Medicaid for the ABD – Private
Living Arrangement
- ABD Income Computations
- Family Size Budgeting Methodology
- Passalong
- Medicare Buy-in
- MAF-M Meeting A Deductible
- Adult Resources
- Continuous Period of
Institutionalization
- LTC PA
- LTC CSIA/Dependents
- LTC PML
- LTC PML Changes
- LTC Split PML's
- LTC CSRA
- CAP Policy Overview
- CAP Programs



OST Policy Training

Policy Trainings Located in the NC FAST Learning Gateway

- **Family and Children's & Adult Medicaid Curriculum Continued**
 - MFP
 - Medicaid Transfer of Assets
 - Adult Changes During Certification Period
 - Incompetency
 - Non-MAGI Recertifications

- **Huge Thank You To Counties that Shared Their Curriculums**
 - Buncombe County DSS
 - Cumberland County DSS
 - Durham County DSS
 - Mecklenburg County DSS
 - Wake Human Services

- **Recommendations for Training Modules and Feedback to OST Managers**
 - Regina.Bell@dhhs.nc.gov
 - Barbara.Daniels@dhhs.nc.gov

- **Additional Work First Modules in the future**



NC FAST Learning Gateway Future Changes

- **Reorganization of the training materials**
 - **Role Driven**
 - **Functionality and policy courses together by topic**
- **Test and Certificate Feature for All Courses**
- **Ability for Administrators to run reports on staff completion**



DHHS LEAN

Lean Government Project Certification

Regina Bell

Kelly Colbert

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Eva Fulcher

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Regina Massie (Retired)

Christy Nash-Franks

Elizabeth O'Dell

Wendy Rachels

Kathy Sommese

Wendy Rachels

Certified to facilitate Lean Rapid Improvement Events



DHHS LEAN

Lean Projects Summary

- **Total Projects 27**
 - **Completed – 18**
 - **In Progress – 9**

**Projects Pending
(28 – Henderson)**

11 – Pender County DSS FNS Application Process	24 – Scotland County New Hire Training Modal
21 - OST Standardization of Universal Responsibilities	25 – NC Foster Care Licensing Process
22 - Cleveland DSS Reception Area Reconfiguration	26 – Forsyth County Customer Care Center Staff Utilization
23 - Wayne DSS FNS/MA Recertification Triage Unit Process	27 – Stanly County DSS FNS Applications Timeliness
20 – NC FAST Production Defects	



DHHS LEAN

➤ January Projects Presented for Certification

Harnett County Work Assignment Process
Hyde County Work Assignment Process
Union County Intake Application Process

Successes Highlighted

- Reduced Application Processing Time by 110 minutes (Eliminated Paper Apps
- Reduced Application Processing Time from 53.2 days to 20 days (**ROI \$1=7.40**)
- Eliminated comp-time
- Eliminated the need to hire additional staff
- Reduced average Days to Dispose of an FNS Application by 54% (13 to 6 days), **ROI \$1=9.08, 19.08 2nd year**)
- Utilizing the Standard Work Documents to Train New Staff
- Staff meeting and exceeding expectations
- Upgrading positions so that current staff can do the work

➤ Inquiries Regarding Rapid Improvement Events

- Durham County
- Henderson County
- Hoke County
- Others through OST Representative



SNAP Collaborative

➤ February 14-15, 2017 Learning Session in San Diego, CA

Three (3) States and nine (9) County Teams Present

Highlights Regarding NC Teams – Utilization of the Pull Method/Case Banking

Union County – 1st time achievement of 100%
Timeliness on Re-certifications since implementation of NC
FAST

Davidson County – Focus on how to measure performance, setting
expectations and benchmarks utilizing the pull method

Pitt County – Just begun utilizing the Pull Method on ePass
Applications

California - Focus on Churn

New Jersey - Focus on application timeliness, decrease days to dispose, and
reduction in churn

➤ Plan to share details regarding projects in other states when available

